



**Canadian Mental  
Health Association**  
Muskoka - Parry Sound

**Addictions and  
Mental Health Services**

**INTERNAL/EXTERNAL POSTING: April 16, 2021 to April 28, 2021**

### **CRISIS INTAKE WORKER**

**Job Status:** Permanent

**Hours of Work:** 1.0 FTE, 35 hours per week

**Base office:** Bracebridge

#### **Purpose of the Position:**

The purpose of the position is to provide direct clinical services to individuals in crisis in Muskoka-Parry Sound District. The incumbent is responsible for delivering high quality, assessment, intake and triage on a day-to-day basis as part of the Crisis/Intake Clinical Team. Provides timely and immediate accessible information, referral and support for clients accessing the program via telephone or mobile outreach response. Assess, screen and provide internal and external referrals to those clients who contact our agency seeking services.

#### **Education and Qualifications:**

- Preferred qualifications include clinical degree (Bachelor's or higher) in Psychology or Social Work and/or are a Registered Nurse or, equivalent.
- Practical experience and knowledge of serious mental illnesses usually gained by at least one (1) year of working with this population is also required. Clinical experience with mental health issues is also preferred.
- Demonstrated knowledge of clinical case management principles, techniques and their application to specific casework, in particular regarding crisis intervention, is preferred.
- Demonstrated knowledge of the operation of agency services and community programs/resources.
- Knowledge of mental illness and issues related to severe mental illnesses, including their impact upon social, living, learning and earning aspects.
- Ability to provide effective clinical assessment and service during day-to-day interactions with clients, staff, and volunteers through consultation, modelling, and demonstration of effective service standards and agency philosophy.
- Ability to attend hospital crisis assessments and navigate differing clinical opinions with community partners.
- Ability to make complex decisions regarding client need and triage in a Clinical Team setting.
- Ability to make rapid and accurate decisions regarding client need. Strong analytical and problem solving skills to identify and resolve service/operational issues and to inform employees and management on the handling of complex matters.

- Ability to work autonomously and with a multidisciplinary team in a rural setting
- A willingness to serve clients within the communities of the Districts of Muskoka and Parry Sound.
- Experience with Microsoft Word, Outlook Calendaring and client information systems
- A valid Ontario G or G2 driver's license and a safe reliable means of transportation
- A willingness to work shifts (including evenings, weekends and statutory holidays)
- Bilingual in French is an asset

**Salary scale:** \$27.85 to \$36.47 per hour commensurate with qualifications and experience  
Comprehensive Health Benefit Package and registration in HOOPP pension plan

**Canadian Mental Health Association, Muskoka-Parry Sound is a scent-free organization**

You are invited to submit your application **quoting competition #26-21 by 4:30 p.m. on April 28, 2021,**  
to:

**The Hiring Committee  
Canadian Mental Health Association, Muskoka-Parry Sound Branch  
173-202 Manitoba Street  
Bracebridge, Ontario P1L 1S3**

**Telephone: (705) 645-2262    Fax: (705) 645-7473    Email: [jobs@cmhamps.ca](mailto:jobs@cmhamps.ca)**

Canadian Mental Health Association, Muskoka – Parry Sound (CMHAMPS) is an equal opportunity employer and we value the importance of diversity, dignity and worth of every individual in the workplace.

Qualified clients/survivors and/or family members are encouraged to apply.

We retain all applications submitted for one (1) year after the closing date of this posting for consideration in any future postings.

As part of our commitment to Accessibility, if you wish this information in a different format, please contact our office at 705-645-2262 or email [feedback@cmhamps.ca](mailto:feedback@cmhamps.ca). If you are contacted regarding a job opportunity, please let us know prior to the interview if you require accommodation.

We thank all applicants but only those selected for an interview will be contacted.